

Los Angeles Unified Homelessness Response Center Metrics

General

- UHRC and department data will be collected, analyzed, and reported internally on a quarterly basis
- Data will include whether the response was initiated by a complaint (e.g., 311, call to elected office) or proactively by outreach or other personnel
- UHRC will expand and enhance its tracking system to include: requests for assistance; requesting departments or agencies; strategies employed; response time; and close out.

Unified Homelessness Response Center

- Number of requests specific to UHRC
- Response time
- Number of responses with all components present (LAPD, LASAN, & LAHSA)
- Voluntary compliance
- RVs
- Repeat locations and cleanups
- Requests and responses specific to A Bridge Home Focus Areas
- Better communication

Los Angeles Police Department

- Part I crime
- Significant incidents
- Uses of force
- Citations, Releases from Custody (RFCs) for quality of life crimes
- Homeless victims and suspects

Bureau of Sanitation

- Will report back on reclassifying and rerouting Code 55 SRs (homeless encampment cleanups) to Code 58 SRs (spot cleaning or rapid response) through the UHRC
- Tents impounded (posted cleanup vs. not posted cleanup)
- Hazardous waste – tonnage
- Human waste – pounds
- Solid waste (trash)
- 3-1-1 service requests (SRs)
- Sharps and drug paraphernalia
- Property stored
- Voluntary property stored (e.g., Bin @ El Pueblo)

Los Angeles Homeless Services Authority*

- LAHSA will report data specifically from their A Bridge Home outreach teams
- LAHSA reporting will align with the City's updated Comprehensive Homeless Strategy
- Contacts, engagements, referrals, crisis housing or shelter placements, linkages to permanent housing resources, permanent housing placements

- DRAFT -
January 25, 2019

* LAHSA prepares quarterly reports for LA County and LA City (HCID); LAHSA will provide these reports to the UHRC

Department of Transportation

- Number of RV calls
- Sign postings
- Street closures / traffic control

Los Angeles Fire Department

- Number of arson fires (i.e., dollar loss, open cases, arrests)
- Number of homeless contacts
- Number of homeless transports
- Number of homeless deaths

METRO

- Contacts with unduplicated individuals
- Unduplicated individuals engaged
- Unduplicated individuals provided services (obtaining vital documents, follow-up activities, transportation, CES packet, clinical assessment, etc.) or successful referral (supportive services, benefits linkage etc.)
- Unduplicated individuals engaged who are successfully linked to an interim housing resource
- Unduplicated individuals engaged who are linked to a permanent housing resource
- Unduplicated individuals engaged who are permanently housed
- Referrals
 - o Motel Housing
 - o VA Housing
 - o 5150 Holds (72-hour involuntary psych evaluation hold)
 - o Return to Family
 - o Mental Illness
 - o Transitional Long Term Housing
 - o Substance Abuse
 - o Detox
 - o Veterans
 - o Rehab
 - o Shelter

Department of Recreation and Parks

- Tents impounded (posted cleanup vs. not posted cleanup)
- Hazardous waste - tonnage
- Human waste - pounds
- Solid waste (trash)
- 3-1-1 service requests (SRs)
- Sharps and drug paraphernalia

Bureau of Street Services

- Curb miles swept
- Debris collected

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- Typhus-related metrics (e.g., rodent burrows treated, tree wells treated)